

## **Multi Factor Authentication Q & A's**

**Q: I have been prompted for something called Enhanced Login Security- what is this?**

A: This is a new feature we have added to help improve the security of your online banking account. Once you have enrolled your computer, you won't even know it is there.

**Q: Can I unenroll my computer?**

A: Yes. If you choose to unenroll your computer you will be prompted to answer the challenge questions every time you login to your online banking.

**Q: Can I enroll more than one computer?**

A: Yes, you can enroll more than one computer if you choose. You would go into the **user options** once you are in your online banking and then choose **Enhanced Login Security**.

**Q: I often use a computer at the library. Should I enroll that computer so I do not have to answer the challenge questions?**

A: We recommend that you do not enroll a public computer. It is better to continue to answer the challenge questions.

**Q: What if I can't remember my challenge questions?**

A: MidCountry Bank's Customer Service Center can reset your password for you.  
(Note: when you are reset you must re-enroll in MFA)

**Q: Why do you have such open ended challenge questions?**

A: We use the open ended challenge questions because your answers are not likely to contain information documented anywhere that others would be able to access.

**Q: Who do I contact if I have questions?**

A: You can contact MidCountry Bank's Customer Service Center toll free @ 877-874-7376 or e-mail CustomerServiceCenter@MidCountrybank.com